

Department of Permitting and Environmental Review (Permitting)

35030 SE Douglas Street, Suite 210 • Snoqualmie, Washington 98065-9266 • 206-296-6600 • TTY Relay: 711

Complaints

• FREQUENTLY ASKED QUESTIONS •

**Visit the Permitting Web site at
www.kingcounty.gov/permits
for more information**

King County Permitting has created customer information bulletins to inform the general public about the effect of codes and regulations on their projects. These bulletins are not intended to be complete statements of all laws and rules and should not be used as substitutes for them. If conflicts and questions arise, current codes and regulations are final authority. Because the codes and regulations may be revised or amended at any time, consult King County staff to be sure you understand all requirements before beginning work. It is the applicant's responsibility to ensure that the project meets all requirements of applicable codes and regulations.

Permitting Customer
Information Bulletin #**15**

For alternate formats, call 206-296-6600.

Complaints regarding development, construction and/or environmental violations in unincorporated King County

This bulletin explains how to report a concern regarding violation of King County Code (KCC) relating to building, zoning, construction, or land development in unincorporated King County.

A complaint can be filed online, by phone or in writing. See the section entitled, *How to File a Complaint*, for more information. Note that some of the telephone numbers listed in this bulletin are automated lines and will be answered by machines. These lines are closely monitored, however. Please leave a request and all pertinent information, and a call will be returned as soon as possible.

COMPLAINTS AT the Department of Permitting	
Type of Complaint/ Violation	Responsible Product Line Group and Telephone Number
Building With Incorrect Address	Permitting Services Center Addressing 206-296-6600
Faulty New Building Construction with an issued building permit	Permitting Services Center Building Inspections 206-296-6600

COMPLAINTS AT Permitting (Continued):	
Type of Complaint/ Violation	Responsible Product Line Group and Telephone Number
<ul style="list-style-type: none"> Construction Without a Permit Complaints Relating To Shorelines Critical Areas Violations Dangerous Buildings Grading, Excavating, Landfilling, or Clearing without a permit Placement of a Mobile Homes or Other Factory-Assembled Structures without a permit Livestock Infractions; too many animals on property Other Land Use Complaints, Hazards, or Nuisances (Other than noise) Oversized or Illegally Placed Signs Subdivision, Short Subdivision, or PUD Complaints (After development is completed) Substandard Housing Zoning Code Infractions 	Permitting Code Enforcement Section 206-296-6680 or file an on-line complaint at: https://aca.accela.com/kingcounty/
<ul style="list-style-type: none"> serious violations happening now that may pose a threat to public safety or cause irreparable environmental damage including: Grading, Excavating, Landfilling, or Clearing without a permit Critical Areas Violations 	King County Road 24x7 line 1-888-437-4771
Fire Hazard (such as hazardous materials, storage, arson, etc.)	Permitting Fire Marshal 206-296-6675
Complaints Related To Development of a New Subdivision or Commercial Site Construction and Non-Utility Company Right-of-Way Work	Permitting 206-296-6600

How To File a Complaint At Permitting:

When there is an emergency, customers can direct calls to the numbers listed in the table above for the relevant type of complaint they wish to report. If calling after normal working hours or on the weekend, please leave a detailed message and calls will be returned in a timely manner.

In situations other than emergencies, it is most effective to file complaints on-line at: <http://www.kingcounty.gov/property/permits/ce.aspx> or in writing. Please include the address or parcel number of the property where the violation has occurred or is occurring, provide directions if the location is hard to find, include the name of the property owner (if known), and describe the problem. Include a sketch of the property, if possible, and the address and telephone number of the person filing the complaint. Please note that any complaint can be made anonymously or the complainant can request to remain confidential if there is a concern of threatening behavior. Finally, mail the complaint written complaints to the Department of Permitting at the following address:

King County Department of Permitting and Environmental Review
35030 SE Douglas Street, Suite 210
Snoqualmie, WA 98065-9266

What will Permitting do about a complaint?

A staff member will investigate the complaint and, if there is a violation, will direct the violator to comply with the applicable King County Code. If the owner is unwilling or unable to correct the violation, King County has the authority to assess civil penalties against the owner and to correct the violation at the owner's expense.

The time frame in which investigations may occur varies because of a need for fairness, as well as due process of the law for all involved parties. Priority will be given to addressing the complaint itself. If time allows, King County Permitting will advise the complainant about the outcome of the investigation.

What about complaints other than those pertinent to Permitting?

Various King County agencies, as well as other state and local agencies, deal with other types of common complaints. These are listed in the following tables.

King County Department of Transportation Toll-free 1-800-KC Roads (24 hours)	
Type of Complaint/Violation	Responsible Agency and Telephone Number
Flooding (water drainage, retention, or runoff other than road related), Water Quality, and Erosion Problems	DNR Water and Land Resources Division 206-477-4811
Maintenance of Existing Signs, Signals, and Pavement Markings, Including Brushing and Signal Malfunctions	Roads Maintenance Section 206-296-8100 or 1-800-527-6237
Road Drainage and Maintenance Problems, Herbicide Spraying Along King County Roads, and/or Dumping On Right-of-Way	Roads Maintenance Section 206-296-8100 or 1-800-527-6237
Traffic Problems (congestion, requests for new signs, signals, pavement markings, or changes to existing signs and signals; sight obstruction)	Roads Services 206-296-8100
Utility Company Working On Right-of-Way	Utility Inspection 206-296-8122

Seattle-King County Department of Public Health

For any of the problems listed in this table, contact the office nearest to complaint location.

Sewage System Failures, Faulty Septic Tanks, Rodent and Vermin Infestations, Solid Waste Transfer Stations, Disposal Sites, Public Health Nuisances, and Water Supply (wells, flooding out of septic systems, etc.)	206-296-4932 Fax 206-296-4919
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King County Department of Public Safety

For any calls to 911 inform the dispatcher that the nature of the call is a *non-emergency*.

Public Disturbances (noise in neighborhood vandalism, etc.)	King County Police 911 (Also see Public Health)
Abandoned Cars and Parking Problems On County Right-of-Way	King County Police 911 Abandoned Vehicle Hot Line 206-205-0969

King County Department of Executive Administration

Stray Dogs, Cats, and Barking Dogs	Animal Control Section 206-296-7387
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King County Department of Natural Resources and Parks

Agricultural or Farm Practices Violations	206-296-7800
Complaints Regarding Flooding or Erosion	Water and Land Resources Division (Drainage Services) 206-477-4811
Hazardous Waste Complaints	206-263-3050
Water Pollution Complaints	206-477-4811

King County Ombudsman—Office of Citizen Complaints

Citizen Complaints About County Agencies, Actions or Interactions of King County Governmental Processes, and Violations of Code of Ethics

206-205-6338
Fax 206-296-0948

Other County Offices

General Information

206-296-0100
Toll free 1-800-325-6165
Fax 206-296-0198

Washington State Department of Labor and Industries

Construction Work Hours, Sanitation Problems (portable toilets, etc.), and Other Worker Safety and Health Problems

Seattle 206-281-5470
Tukwila 206-248-6630
Bellevue 425-990-1400

Washington State Department of Transportation

Traffic, Road, or Flooding Problems On State Designated Highways

Public Affairs Office 206-440-4697

Washington State Department of Ecology

Toxic Spills

Regional Office 425-649-7000
Fax 425-649-7098

Puget Sound Air Pollution Control Agency

Air Quality Issues (smoke, odors, etc.) For outdoor burning such as land clearing or yard waste, call local Fire Department station

Puget Sound Clean Air Agency
206-343-8800 or 1-800-552-3565

Information On Temporary Bans On Fires In Woodstoves, Fireplaces, Etc. (A recorded information message will be reached.)

1-800-595-4341

Other bulletins and telephone numbers that may be helpful

Bulletin 1	Building and Development Permit Telephone Numbers
Bulletin 6	Working With Contractors
Bulletin 8	Commercial and Multi-Family Building Permits
Bulletin 9	Obtaining a Residential Building Permit
Bulletin 10	Residential Building On or Near Waterfront
Bulletin 12	Residential Building Permit Process
Bulletin 16	Shoreline Erosion Control
Bulletin 21	Critical Areas Review
Bulletin 25	Short Subdivisions
Bulletin 26	SEPA Process
Bulletin 27	Residential Energy Codes
Bulletin 28	Clearing and Grading Permits
Bulletin 37	Water Problems

These and other Permitting bulletins are available via the Permitting Web site at www.kingcounty.gov/permits.

206-296-6600	Permitting Main Reception/Call Center
206-296-6797	Permitting Permit Application Appointment Line
206-296-6696	Permitting Records Center

Be sure to visit our Web site at:
www.kingcounty.gov/permits



King County complies with the Americans with Disabilities Act (ADA). If you require an accommodation to attend a meeting (two weeks' notice) or require this information in Braille, audiocassette, or large print, please call 206-296-6600 or TTY 206-296-7217.

